



Communi*que*

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INS *Seaport* **OPERATIONS**

Del Rio Sector Takes Action,

SAVES LIVES DURING RECENT FLOODING

By *Paty Mancha*
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The community of Del Rio, TX, faced the devastation Tropical Storm Charlie left in its path during the early morning hours of August 24, with more than 20 inches of rain pouring into the city and crippling the San Felipe neighborhood in just 24 hours. Over the course of the flooding, Chief Patrol Agent Paul Berg coordinat-



ed with local, State, and Federal authorities to provide immediate assistance in the areas of law enforcement and search-and-rescue. Del Rio Border Patrol agents were directed to change their priorities and assist citizens in need, and as a result were involved in helping to rescue many of the victims of the tragedy.

The Special Response Team. Agents from the Del Rio and Comstock stations and the sector's Special Response Team (SRT) were among the first law enforcement officers on the scene, evacuating people from their homes and taking them to safety. Agents tell of people hanging on to tree limbs and crying out for help as they made their way along San Felipe Creek throughout the night of August 24.

The Border Patrol agents from the Del Rio sector risked their own safety to help young and old alike. For example, Agents Jesus Zertuche, Christopher Hale, Adrian Avila, Paulo Pacheco, David Oyama, Mike Reilly, and Robert Shupe assisted in the rescue of a woman who had been washed away while still in her car. They also helped a family of four to safety after they were submerged in waist-high flood water. SRT members Gordon Schneider, Steve Stafford, Alex Lopez, Greg Johnson, Matt Bennet, Juan Holguin, and Frank Arredondo were activated for the entire week to assist with evacuation and rescue efforts as circumstances

arose. One of the key unfortunate functions SRT members provided was the recovery individuals lost in the floods.

A Coordinated Effort. The Del Rio Flood Command Center, from which all rescue efforts were coordinated, was housed at the sector's air maintenance facility. A combined effort on the part of all Border Patrol personnel helped to facilitate the mission. Aircraft maintenance personnel ensured that all safety coordinators were accorded the necessary equipment and space to take on the task at hand. Radio technicians immediately installed additional phone lines. Restoration and alterations personnel helped in the coordination of water delivery. Personnel officers answered phones; aircraft pilots flew survey missions to assess the damage; and public affairs specialists helped with the coordination



Two damaged vehicles came to rest by a downed tree during the recent flooding in Del Rio, TX. (photo courtesy Del Rio Border Patrol sector)

of media interviews, the creation of a sector disaster relief fund and the development of a situation report that was provided to Central Region on a daily basis.

Flood waters have finally receded, many people have managed to situate themselves into temporary housing, and social service organizations have arrived in the city of Del Rio to help the flood's victims. And while it may be a long time before life in this border town returns to normal, citizens can be sure of one thing. When crisis falls upon this community, the men and women of the United States Border Patrol will be ready, willing, and able to mobilize and assist those in need.

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Driving with PRIDE. Seized by INS because of its use in connection with illegal activities, this Pontiac Firebird is the El Paso, TX, Border Patrol sector's latest tool in war on drugs. It's used to transport agents to and from Operation PRIDE anti-drug activities, as well as for parades and other outreach events in west Texas and New Mexico. (See story on page 10) (Photo courtesy El Paso Border Patrol)

INS, CUSTOMS SERVICE HOLD BORDER COORDINATION CONFERENCE

Continuing the interagency cooperation that has become a hallmark of its shared priorities, INS and the United States Customs Service (USCS) held a joint conference on July 29 in Washington, DC, to ensure that such cooperation is not only maintained, but strengthened in the future.

Attended by Attorney General Janet Reno, Deputy Attorney General Eric Holder; Commissioner Meissner; Secretary of the Treasury Robert Rubin; Treasury Department Undersecretary for Enforcement James Johnson; Customs Service Director Raymond Kelly; and INS and USCS port directors, sector chiefs, and district directors from along the Southwest border, the main objective of the conference was the development of the Southwest Border Coordination Initiative (BCI).

According to a conference fact sheet, the BCI is "a coordinated effort between INS and Customs to increase cooperation among Federal agencies located on the Southwest border in order to more efficiently interdict drugs, illegal aliens, and other contraband." It is intended to establish "a seamless process at and between the land border ports-of-entry by building a comprehensive, integrated border-management system that fulfills the mission requirements of each agency."

Focused on 24 formally designated areas, the initiative will include specific program plans in six thematic areas over the next five years:

- Port Management—through the joint implementation during FY99 of a "Whole Port Approach" that will improve

enforcement, traffic management, and community partnerships;

- Investigations—through the development and implementation of a unified strategy regarding border seizures to ensure controlled deliveries and the provision of investigative and intelligence results to the appropriate agency teams;
 - Intelligence—through the improvement of intelligence staffing and information-collection efforts regarding drug interdiction, illegal aliens, and currency and document fraud;
 - Technology—through improved technology-sharing efforts and the development of a joint technology plan;
 - Communications—through the development and implementation of mutually supportive wireless communications and training initiatives; and
 - Aviation and Marine Activities—through the use of joint air interdiction operations, the exploration of shared air and marine support facilities, and the placement of a permanent Border Patrol liaison in the Customs Service's Air Interdiction Coordination Center.
- "Having already laid a solid foundation for an effective border management structure, we must now complete construction," Commissioner Meissner said in addressing the multi-agency attendees at the conference. "[The] BCI is our blueprint for building a structure capable of meeting today's demands and tomorrow's challenges."

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INS Fee Increase Schedule Released

According to a Service memorandum issued by Acting Deputy Associate Executive Associate Commissioner and Acting Immigration Services Division (HQISD) Director William B. Yates on September 18, a final rule (63 FR. 43604) was published in the Federal Register on August 14 regarding the adjustment of fees for selected INS forms/applications. The new fees are detailed below, along with a description of the purpose for which each type of application is submitted.

It should be noted that the new fees apply only to those applications physically received on or after October 13, 1998,

and **specifically exclude** an increase for the N-400 "Application for Naturalization," the fee for which will increase effective January 15, 1999, and will apply to all N-400s physically received on or after that date. It was also noted in the memorandum that any old forms that are distributed after October 13 should include an attachment clearly stating the new fee, and that the \$25 fingerprinting fee is in addition to the application fee. Questions regarding application fee increases should be directed to Patty Cogswell, HQISD, at (202) 514-6442.

List of INS Application and Petition Fee Increases

Form No.	Title	Current Fee	New Fee	Purpose
I-17	Petition for Approval of School for Attendance by Nonimmigrant Students	\$140	\$200	For school approval, except in the case of a school or school system owned or operated as a public educational institution or system by the United States or a state or political subdivision thereof.
I-90	Application to Replace Alien Registration Card ("Green Card")	\$75	\$110	For Alien Registration Receipt Card (Form I-551) in lieu of an obsolete card or in lieu of one lost, mutilated or destroyed, or in a changed name.
I-102	Application for Replacement/Initial Non-immigrant Arrival-Departure Document (I-94)	\$65	\$85	For replacement of lost, mutilated, or destroyed I-94 (e.g., required for B-1, B-2 visa holders).
I-129/ I-129H I-129L	Petitions for Nonimmigrant Workers	\$75 Base Fee (Plus Additional Fees)	\$110 Flat Fee	For an employer to petition for an alien to come to the U.S. temporarily to perform services, labor, or receive training. Also, for employer to petition to extend or change status of temporary worker.
I-129F	Petition for Alien Fiancé(e)	\$75	\$95	To classify nonimmigrant as fiancé(e).
I-130	Petition for Alien Relative	\$80	\$110	To classify status of alien relative for issuance of immigrant visa
I-131	Application for Travel Document	\$70	\$95	For issuance of reentry permit, advance parole document, or other travel document.
I-140	Immigrant Petition for Alien Worker	\$75	\$115	To classify status for an alien to immigrate to the U.S. on the basis of profession or occupation.
I-191	Application for Advance Permission to Return to Unrelinquished Domicile	\$90	\$170	For advance permission for otherwise inadmissible applicants to reenter the United States..
I-192	Application for Advance Permission to Enter As a Nonimmigrant	\$90	\$170	For discretionary relief of inadmissible applicants, except in an emergency case and/or where approval benefits the U.S. government.
I-193	Application for Waiver of Passport and/or Visa	\$95	\$170	Request for waiver of passport or visa for persons applying for entry to the U.S. (e.g. expired travel document).
I-212	Application for Permission to Reapply for Admission into the United States After Deportation or Removal	\$95	\$170	Applicant was removed from the United States and applies for reentry.
I-485	Application to Register Permanent Residence or Adjust Status	\$130	\$220	For a person in the U.S. to apply for permanent resident status and issuance of I-551 "Green Card".
I-526	Immigrant Petition by Alien Entrepreneur	\$155	\$350	Application for Investor Visa.
I-539	Application to Extend/Change Nonimmigrant Status	\$75	\$120	Application for change of status within nonimmigrant categories or for an extension of stay.
I-600 I-600A	Petition to Classify Orphan As an Immediate Relative	\$155	\$405	Application for orphans. I-600A: for advance processing. Used for international adoptions.
I-601	Application for Waiver on Grounds of Excludability	\$95	\$170	For waiver of ground of excludability for inadmissible applicants.
I-612	Application for Waiver of the Foreign Residence Requirement of Section 212(e) of the Immigration and Nationality Act, As Amended	\$95	\$170	Waiver of two-year residence requirement for exchange visitors.
I-751	Petition to Remove Conditions on Residence	\$80	\$125	To make permanent the 2-year conditional period of residence based on marriage to a U.S. citizen.
I-765	Application for Employment Authorization	\$70	\$100	Application for work permit.
I-817	Application for Voluntary Departure Under the Family Unity Act	\$80	\$120	Application of family members for voluntary departure.
I-824	Action on an Approved Application or Petition	\$30	\$120	Request for additional action on approved petition.
I-829	Petition by Entrepreneur to Remove Conditions on Residence	\$90	\$345	Self-explanatory
N-400	Application for Naturalization	\$95	\$225	Self-explanatory
N-565	Application for Replacement of Naturalization/Citizenship Certificate	\$65	\$135	Self-explanatory
N-600	Application for Certificate of Citizenship	\$100	\$160	Self-explanatory
N-643	Application for Certificate of Citizenship in Behalf of an Adopted Child	\$80	\$125	Self-explanatory

SAVE Program Holds Second Status Verifier Training Course of FY98

INS' Systematic Alien Verification for Entitlements (SAVE) Program held its second basic training course of FY98 for newly hired Immigration Status Verifiers (ISVs) on July 21-23 in San Antonio, TX, with participants attending from all three of the Service's regions.

SAVE Senior Program Specialist Phyllis Lancaster welcomed the participants and delivered opening remarks regarding the current and future goals of the program. Over the course of the conference, representatives from the Headquarters offices of Policy and Planning, General Counsel, Freedom of Information Action/Privacy Act (FOIA/PA), and Records; the San Francisco district office; the U.S. Departments of Education and Labor, Washington, DC; the U.S. Department of Health and Human Services and Social Security Administration, Dallas, TX; and the U.S. Department of Housing and Urban Development, San Antonio, TX, provided overviews of their existing programs and how they interact with the Service's SAVE Program. SAVE Program Director John E. Nahan gave the closing remarks and handed out certificates to participants signifying their completion of the basic training course.

Wide-Ranging Course Topics. Conference attendees included ISVs who had not previously participated in the basic ISV training course, as well as regional SAVE Program coordinators. The training program emphasized



Participants in the SAVE Program's first Basic Immigration Status Verifier Training Course of FY98 included (front row, l. to r.): Anthony Smith/WAS, Peggy Smith/VI, Susan Perillo/BUF, Elenora McDowell/HQREC, Brenda Bekoe-Tabiri/ETC, Jennifer Wildgoose/MIA; (second row, l. to r.): Adrienne Rios/SFR, Yvette Williams/VI, Patti O'Grady/BUR, Sharon Peterson/ALB, Judy Bouligny/NOL, Anita Reed/BOS, Yolanda Jackson/NOL; (back row, l. to r.): Tracie Skinner/HQREC, Margaret Price/HQREC, Lynda Elton/POR, Victoria Okocha/NEW, and Michelle Goet/BUF.

the interrelationship between new legislative verification requirements, INS verification delivery schemes, and the operations of the other agencies and entities responsible for verifying immigration status. Course topics included an overview of the SAVE Program Processes and Procedures; Forms G-845 and Supplement; the Secondary Automated Log; Interim Guidance on

Verification; Affidavit of Support Process; INS Systems and Searches; Freedom of Information and Privacy Acts; Standards of Ethical Conduct; the Verification



Participants in the SAVE Program's second Basic Immigration Status Verifier Training Course for FY98 stand together following the conclusion of the program. Pictured (kneeling l. to r.) are: Elizabeth Brown, Dominick Gentile and Tracey Ricketts/HQ SAVE Program, Laura Landa/ELP, Laurie Lee/ALB, Staci Granados/LOS; (second row, sitting l. to r.): Shirley McKnight and Phyllis Lancaster/HQ SAVE Program, Maria Johanson/IND, Adrianna Davenport/BAL, Elizabeth Cavazos/HAR, Ceferina L. Agustin/HOU, Maggie Echevarria/MIL, Sheila Franklin/WRO, Mary Vindiola/SND; (third row, l. to r.): Donna Jordan/ATL, Mary Willett/MIA, Felicia Doctor/NYC, Syrena Shofner/LOS, Estrellita Villanueva/LOS, Adrienne Rios/SFR, Judy Bolander/POM, Robin Ng/SEA, Ibrahim Nunez/SAJ, John Piwinski/SEA, and David Obedoza/SEA; and (back row, standing l. to r.) Yolanda Martin/CRO, Laura Rivera/LOS, Denise Dennis/PHI, Janet Yamanaka/AGA, and Glenna Guess/ANC.

Information System; Employment Verification Pilots; and the Third-Step Verification Process.

The participants were also involved in hands-on training in resolving immigration status verification cases, as well as recognizing various codes of admission. In addition, they provided a wide range of suggestions, comments, and recommendations regarding existing and proposed future SAVE processes.

About the SAVE Program. The SAVE Program is an intergovernmental information-sharing initiative designed to aid eligibility workers in determining an applicant's/recipient's immigration status to ensure that only entitled applicants/recipients receive federally subsidized benefits. The program established the Alien Status Verification Index for performing automated verification searches and, most recently, assumed the responsibility of providing guidance on policy and procedures to ISVs. The program also provides guidance on policy and procedures to benefit-issuing agencies, institutions, other entities, and employers to assist in verifying the immigration status of alien applicants or recipients relating to SAVE Program processes.

Editor's note: While the first SAVE training class of FY98 was reported earlier this year in the INS Communique, the photo from that class was not included with the story. Accordingly, those graduates are pictured at left.

INS News of Note

Challenges to Expedited Removal Dismissed

According to the *Los Angeles Times*, a Federal judge in Washington, DC, ruled on August 20 that the Service's use of expedited removal, as defined in 1996's Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), could continue at land ports-of-entry despite challenges brought in three separate lawsuits.

Refuting allegations that the process could lead to "constitutional and procedural violations," U.S. District Judge Emmet Sullivan threw out the lawsuits, allowing INS to continue implementing the mandated procedures. Service officials cited in the *Times* article noted that those arriving aliens who express a fear of persecution are allowed to present their case before an independent asylum officer, and those found to have a "credible fear" are then sent before an immigration judge.

Naturalization Revocation Update

According to figures released by the Service in early September, as of July 9, 1998 INS had completed the final review of 4,450 of the 6,358 naturalization cases from the *CitizenshipUSA* time period in which the applicants were considered 'presumptively ineligible' to become United States citizens.

Of these cases, it was determined that revocation of naturalization was appropriate in 2,722 instances, and Notices of Intent to Revoke Naturalization (NOIRs) were accordingly issued. In addition, as of July 9, final decisions had been made in 61 cases, including the issuance of 16 final notices of revocation, 39 terminations of the NOIR, and six decisions affirming the naturalization as appropriate.

Figures were available only through July 9 because on that date a preliminary injunction was issued in the case of *Gorbach v. Reno*, effectively stopping INS from issuing any new NOIRs, holding administrative hearings, or issuing revocation final decisions. As of September 8, the Service's appeal of the injunction was pending with the Ninth Circuit Court of Appeals, and other denaturalization options—including referring some cases for judicial denaturalization—were being considered.

Immigrants Facing Removal Through Operation 'Last Call'

As part of INS' Operation 'Last Call', more than 500 legal permanent residents living in Texas were arrested in early September based on a new ruling that makes a felony conviction for driving while intoxicated (DWI) grounds for removal under the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA). The INS operation, which was limited to the state of Texas, was praised by Mothers Against Drunk Driving (MADD) who saw it as a positive step in keeping dangerous drivers off of the nation's highways.

Contract Awarded for Second Phase of Service Restructuring

The Service continued to move forward with its proposed organizational restructuring in early September with the announcement that a contract has been awarded to the management consulting firm of PricewaterhouseCoopers (PwC) for the second phase of the plan—the development of a "detailed proposal for how the new INS will look and operate on all levels."

As defined in the contract, the proposal will build on and refine the details of how the planned Immigrant Services and Enforcement components of the agency would be structured and function, as well as how they would be connected by a Shared Services component.

"We must restructure INS to meet the current challenges we face as a result of our agency's unprecedented growth and to address new demands that changed the scope and complexity of our work in the last several years," Commissioner Meissner said when the contract was announced. "With a basic framework for a new, improved INS already developed, what we now need to move forward is a detailed blueprint, and that is what PricewaterhouseCoopers will provide us."

The Commissioner also noted that PwC (under a new name due to a recent merger) has been working with INS since the beginning of the restructuring process, and accordingly has the experience to successfully develop such a proposal. "Given the productive partnership we have already established," she concluded, "I'm confident that we will be able to develop a

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IDENT in the News

IDENT-Asylum Database Showing Success

INS' IDENT-Asylum database has been showing significant success recently in identifying individuals who have fraudulently applied for asylum in the U.S. In September in Los Angeles, CA, for example, two Somali nationals were caught through the use of the IDENT system. After previously attempting to apply for asylum at the Arlington, VA, asylum office, the individuals re-applied using different names, dates of birth, and addresses in Los Angeles. Because information was shared quickly and efficiently between the two offices, the fraudulent applications were quickly identified.

In a second case, a female asylum applicant from the former Yugoslavia recently appeared for her scheduled interview at the Newark, NJ, asylum office. After her fingerprints were 'enrolled' in the IDENT-Asylum system, a 'hit' was indicated in the Lookout database. After she was informed of this, the applicant admitted that her case was currently pending before an Immigration Court.

According to the program's recent newsletter, "IDENT-Asylum is working because of the efforts of the IDENT-Asylum coordinators and operators at each of the asylum offices [nationwide]." With the recent success of the program, confirmed 'hits' have been seen in all three IDENT databases: Lookout, Recidivist, and Asylum.

NEWS OF NOTE

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restructuring plan that is both comprehensive and feasible."

TPS for Liberia Redesignated Through September 1999

With the publication of a notice in the *Federal Register* in late September, the Attorney General ordered the redesignation of Temporary Protected Status (TPS) for one year for Liberian nationals who have resided in the United States (and been continually physically present in the country) since September 29, 1998. The notice also described the procedures with which eligible aliens who are nationals of Liberia (or who have no nationality and who last habitually resided in Liberia) must comply to register for the TPS program.

Liberia was initially designated under TPS effective March 7, 1991 and was redesignated effective April 7, 1997. The prior designation and redesignation expired on

September 28, 1998. The most recent regulatory action was taken as a result of renewed conflict and continued insecurity within the country that have led to "extraordinary and temporary conditions that prevent aliens who are nationals of Liberia from returning to the country."

Detainee Population Numbers Released at Headquarters

According to figures released by the Service on September 9, the number of alien detainees in INS detention facilities more than doubled between FY95 and FY98. While INS detained 6,600 criminal and other aliens in FY95, this number grew to 8,600 in FY96, 11,000 in FY97, and 16,000 as of September 1, 1998. At that time, approximately 60 percent of all detainees were criminal aliens and five percent were asylum seekers. The average length of stay in FY98 was 34

days. The Service currently operates nine detention facilities nationwide, with six others operated by contractors.

The population update was provided in conjunction with the release of a fact sheet on new INS detention standards being put in place nationwide. The 13 standards, which cover issues ranging from attorney visitations to legal rights groups presentations, telephone systems and access, and religious practices, are the first of nearly 40 that are being developed as INS works to revise the rules governing the treatment of those individuals in its custody. Four of the 13 standards were developed with the assistance of the American Bar Association and other nongovernmental organizations.

For a copy of the fact sheet detailing the newly implemented detention standards, contact the INS Office of Public Affairs at (202) 514-2648.

Cooperation Leads to Arrest

OF MOST WANTED CRIMINAL ALIEN

By Callie Gagnon
Eastern Region Office of Public Affairs

On August 31, Jose Santiago-Garcia, aka Jose Vinicio, was arrested by Border Patrol agents in Orlando, FL, working in cooperation with the Kissimmee Police Department, and was taken into custody pending his removal from the United States.

While INS arrests hundreds of criminal aliens nationwide each month, the case was unique for two reasons. First, it highlighted the excellent internal cooperation of the Service's offices in Boston, MA, (which initially investigated the case) and Orlando; and second, Santiago-Garcia was no ordinary catch—at the time of his apprehension, he was #1 on INS' list of "Most Wanted" criminal aliens.

Working Best When Working Together.

The investigation and eventual capture of Santiago-Garcia illustrated how the Service's detection, investigation, and apprehension of fugitive aliens works best when offices in different districts and sectors work closely together.

The work leading to the arrest of Santiago-Garcia began in INS' Office of Enforcement, which circulates the 10 Most Wanted Criminal Alien poster, with the next stop the Boston district. After a recent version of the poster arrived in Boston, Detention Enforcement Officer Marc LeClair queried each of the names on the list through a series of records checks. Based on these types of searches, an investigative lead may be developed through a match of the alien's date of birth, Social Security number, address, or even credit history. In the case of Santiago-Garcia, an address in the Orlando area proved to be current, and an investigation was initiated.

Acting on the leads turned up by the investigative checks, the Boston Fugitive Operations Unit sent Santiago-Garcia's photograph, fingerprints, and a copy of his warrant of deportation to the Border Patrol office in Miami, of which Orlando is a suboffice.

"After a brief surveillance, we determined that Santiago-Garcia was in the Kissimmee area," Orlando Senior Border Patrol Agent Bob Mercado said remembering how the investigation progressed. It was further established that he had been living in Orlando since 1995 and was working for a major employer in the area. Based

on this information, he was quickly located and apprehended without incident by Mercado and Senior Patrol Agent Thomas Farley.

Renewed Activity Provides Leads.

"Sometimes complacency sets in [for criminal aliens], and when it does we can be lucky enough to catch up with them," Boston Supervisory Detention and Deportation Officer Patrick F. Gannon said after the arrest was made. After a period of time, criminal aliens

After a period of time, criminal aliens often let their guard down and begin to resurface.

**--Boston Supervisory
Detention and Deportation
Officer Patrick F. Gannon**

often let their guard down and begin to resurface, he said, using their [own] Social Security number or credit cards. That renewed activity can provide information that leads enforcement officers directly to their doorsteps.

Since 1992, the Boston office's Fugitive Operations Unit within the Detention and Deportation Program has developed an extensive network of Federal, State, and local law enforcement contacts. According to Detention Officer Alan Ward who provided the initial information on Santiago-Garcia's whereabouts, developing and maintaining good working relationships with other agencies is one key to apprehending criminal aliens who have managed to evade the law. Accordingly, the office is constantly working to expand this network.

This effort, coupled with the internal communications exhibited in the Santiago-Garcia case, is leading to the apprehension of more removable criminal aliens Servicewide than ever before.

INSPASS System Goes Online in Vancouver, Canada

In a special ceremony on September 17 attended by Seattle District Director Richard C. Smith and Western Region Director Johnny William, INS unveiled its most recent deployment of INSPASS (the INS Passenger Accelerated Service System) at the second site outside of the United States—Vancouver, Canada.

The system, which is currently in place at airports in Los Angeles, Miami, New York, and Newark, is also available to travelers arriving at the international airport in Toronto. An automated system that expedites the inspections

process for low-risk, frequent business travelers whose final destination is the United States, it was called a “time-saver and a convenience for the traveling public” by Regional Director Williams during the Vancouver roll-out. “By taking INSPASS users out of the general inspection line,” he said, “we are able to speed up the lines for other passengers and free-up officers to focus more time on high-risk passengers.”

With more than 30,000 active participants worldwide, INSPASS has generated more than 200,000 inspections since being implemented in 1995.

Since then, regular and random compliance checks by Immigration Inspectors have detected no evidence of serious fraud by the program’s users.

After being successfully installed in Vancouver, and before the end of 1998, INS plans to install the system at four additional airports, including those in Seattle, San Francisco, Honolulu, and Washington, DC (Dulles).

Irene Mortensen of the Service’s Seattle, WA, district contributed to the development of this story.

Operation ‘Child Care’ Leads to 104 Arrests in Miami Sector

Illustrating INS’ desire to not only work in a coordinated manner with other law enforcement agencies, but to help protect all members of the local community, the Miami Border Patrol sector has implemented Operation ‘Child Care’, designed to locate, arrest, and remove when appropriate, sexual criminals within the state of Florida.

Working collaboratively with the Florida Department of Law Enforcement (FDLE), sector personnel are innovatively using the Internet to track the offenders under the aegis of Megan’s Law. The law, named for seven-year-old Megan Kanka who was abducted from her New Jersey home, raped, and strangled, gave authorities new tools in helping to prevent child sexual abuse. The sector has also received assistance from the state’s office of Probation and Parole Services and the INS Law Enforcement Support Center.

Through ‘Child Care’, the sector had arrested 104 sexual criminal and sexual predators as of mid-September, through seven individual

operations and using interagency resources including the FDLE Internet site, probation and parole listings, and the Border Patrol’s criminal database. The sector estimates that there are more than 11,000 sexual criminals on the list of registered sex offenders in the state, and with more than 20 operations planned over the next year, Border Patrol personnel “intend to review and investigate the entire list [of individuals] who prey on our children in the state of Florida.”

As Chief Patrol Agent Billy Kring wrote in the letter accompanying a recent update on the operation’s success, “Saving a child from a sexual attack is what Operation ‘Child Care’ is all about. This is a huge task. It will take a great amount of work and won’t be completed overnight. But the [sector’s] agents...will work at it steadily, consistently...until they get the job done. They feel they can do no less. A child’s future is at stake.”

Operation 'PRIDE' Strengthens

EL PASO SECTOR'S COMMUNITY OUTREACH

By Doug Mosier
El Paso District Office of Public Affairs

INS' El Paso Border Patrol sector recognizes its responsibility as a member of the local community to do what it can to improve the quality of life of all residents. It is incumbent upon us to reach out to the community through specialized programs, especially those designed to help children and young adults.

Accordingly, in November 1996 Sector Chief William T. Veal directed the creation of a unit of agents that would be responsible for coordinating and conducting educational presentations in the El Paso sector area. In place for the past two years, the unit works full time responding to requests from the community for programs and presentations above and beyond the sector's traditional Border Patrol operations. Known as Operation 'PRIDE', the unit provides the El Paso community with resources to assist educators, service organizations, and other groups in their efforts to reduce the demand for illegal drugs, prevent gang violence, and encourage respect for law enforcement officers.

The Operation 'PRIDE' unit consists of five agents and one supervisor. Its main focus is the "PRIDE curriculum," authored by several of the unit's agents and specifically developed for eighth grade students who attend local middle schools (it is currently being used at El Paso's Bassett Middle School and Montwood Middle School). The goal of the curriculum, which is based on the 'PRIDE' acronym, is for agents and students alike to learn from their classroom interaction. Accordingly, the visits focus on:

- Pride—including improving students' self-esteem and learning how this correlates with their overall success in life;
- Respect—learning the importance of becoming good citizens, respecting the laws of this country, and understanding that other people deserve respect;
- Integrity—learning to appreciate the difference between right and wrong and, perhaps more importantly, learning that there can be both positive and negative consequences as a result of one's actions;

- Dependency-free—stressing demand reduction (including both drugs and alcohol), as well as what students can accomplish when not dependent on illegal substances; and

Throughout the program, students are required to complete all homework assignments and to actively participate in class.

- Education—emphasizing the importance and the power of education and knowledge in general, and encouraging students to stay in school and continue on to higher education.

Throughout the program, students are required to complete all homework assignments and to actively participate in class. After graduation ceremonies are held, agents continue working with the students throughout the school year and participating in their extracurricular activities.

Other Related Programs. The 'PRIDE' Unit also presents programs with their well-known Border Patrol robots. Both robots are used as instructional tools and visual aids in educating children on topics including gun safety, drug awareness, seatbelt safety, and the importance of using "911" in emergency situations. The presentations are primarily geared toward students between four and 10 years old.

For older students and adults, the unit provides presentations and displays on subjects including domestic violence awareness, drug and gang awareness, and career opportunities with the Border Patrol.

Orlando Suboffice Staff Members Trained at Disney Institute

Customer Service Cited as Key to “Magic Kingdom’s” Success

This summer the staff at the Service’s Orlando, FL, suboffice and its three major ports of entry (Orlando Airport, Orlando-Sanford Airport, and Port Canaveral Seaport) had the rare opportunity to participate in training unlike any other. The special session was provided by instructors from the Disney Institute, who shared their strategies on maintaining the success of Orlando’s Walt Disney World Resort and how these strategies could be transferred to the work INS does around the country each day.

Of particular interest to the Service employees in attendance was the way Disney teaches all of their “cast members” how to be aware of body language and other nonverbal clues to help them maintain a positive impression by the public. For example, each of the company’s employees is taught the importance of gestures, posture, first impressions, product knowledge, and efficiency, and how these all play a part of not just meeting, but exceeding, their customers’ expectations.

Some of the important personality traits stressed—whether one is working with guests at a theme park or arriving immigrants at a port-of-entry—were sincerity, a friendly smile, the use of the customer’s last name, maintenance of a neat appearance, use of proper language, exceptional listening skills, a relaxed and natural tone of voice, appropriate eye contact, and knowledge of the skills one is providing.

According to Deputy Area Port Director Juan C. Hernandez, the training provided “the opportunity to see



Staff from the Orlando, FL, suboffice, including Immigration Inspectors from Orlando Airport, Orlando-Sanford Airport, and Port Canaveral Seaport work together during a training exercise at the Disney Institute.

how a major world-renowned organization succeeds by way of dealing with their customers” and “served as a perfect platform [to help reach] the Service’s goal of achieving and maintaining high standards of customer service and professionalism.”

Orlando Deputy Area Port Director Juan C. Hernandez and Immigration Inspector Robert Matecki contributed to the development of this story.

Miami District Reaches Out to Local Elderly Community

As part of the Miami, FL, district’s continuing efforts to reach out to

elderly residents seeking U.S. citizenship, Michael Pittman, acting officer-in-charge of the Orlando suboffice traveled more than 90 miles—and through four counties—on July 23 to administer the oath of naturalization to five residents of a central Florida nursing home.

Among the new citizens was Toyo Otake, a 99-year-old Japanese native for whom many of the nursing home’s residents turned out to share his experience of becoming a U.S. citizen. Accompanying him was his daughter Hisako, who described the occasion as “a very special day” for her

family. “We will remember your kindness and thoughtfulness forever,” she said. Other new citizens included Christina Pouza, a 93-year-old Cuban native who celebrated the occasion with several members of her family who had traveled to Orlando to share the moment.

Such outreach is perhaps more common in the Miami district than any other, due to the large number of retired and elderly citizens living in the community it serves. Still, the applicants and their families expressed their appreciation for INS’ efforts in reaching out to their nursing home “community,” according to Service staffers who attended the special ceremony.



Orlando, FL, suboffice Acting Officer-in-Charge Michael Pittman stands with Hisako Otake after her father Toyo was presented with his certificate of naturalization. (Photo courtesy Miami district)

EOSH Hosts Foreign Vessel Boarding

COURSE IN NORFOLK, VA

As a part of its ongoing effort to heighten the safety and health awareness of all INS staff, the Headquarters Environmental Occupational Safety and Health (EOSH) Division, in conjunction with the U.S. Coast Guard's (USCG) Headquarters Office of Safety, Security, and Environmental Health (Human Factors Division), sponsored the first-ever foreign vessel boarding course on August 25-26 in Norfolk, VA. Over 35 staffers involved in alien/migrant interdiction operations aboard foreign vessels from INS program areas including Asylum, Border Patrol, Detention and Deportation, Inspections, and EOSH participated in the event.

The course provided an excellent opportunity for those attending to network and exchange experiences, see demonstrations, and receive instruction on marine safety and inspection operations, port inspections, hazardous materials, medical monitoring programs, communicable and emerging diseases, potential exposures to chemical hazards, falls hazards, high-noise hazards, confined-

space entry and instrumentation, electrical and mechanical hazards and environmental health issues.

EOSH's Industrial Hygiene Program Manager Charmayne Kirkland coordinated the course, with the assistance and collaboration of USCG instructors Captain Michael Adess, CWO3 Paul Leach, LCDR

Larry Cseh, and LT Eric Tyson.

Attendees included Beverly Angel, Johnny Armijo, Pius Bannis, Michael Blane, Robert

Brown, Martin Brucker, Juan Cardenas, Robert Cavazos, Alfredia Clyde, Lorraine Eide, John Encinas, Joseph Galoski, Terry Goodpasture, Aida Henfling, Fabian Hernandez, Ronald Jackson, Robert Minard, Isabel Minor, Moises Pacheco, Sulan Peebles, Isaac Raray, Joseph Roma, Elizabeth Sabino,

Barret Salvato, Veronica Sanchez, William Scammell, Lois Shinsato, Luther Small, Ronald Spaude, Gary Staebell, Brigildo Villalon, Mark Wegner, Rebecca Weller, Thomas Wernet, and Thomas Wong.

The INS Career Development and Training Branch and the EOSH Division are currently reviewing a sched-



Participants in the EOSH Division's foreign vessel boarding training class stand together during a break in the program.

ule of similar sessions to be taught at port-side locations. Once arrangements have been finalized, these classes will be advertised on the INS Career Development and Training Branch bulletin board on cc:Mail.

INS Quick Fact **BED-SPACE ALLOCATIONS**

Did you know that:

According to Commissioner Meissner's September 16 testimony before the Senate Subcommittee on Immigration, as of that date INS had 16,000 bed spaces available for alien detention purposes. Of this number, 9,600 beds

(or 60% of the total capacity) were occupied by criminal aliens. Of the remaining 6,400 spaces, more than 1,100 were being used to support airport operations and 400 were shelter and foster home beds used for unaccompanied juveniles. The remaining 4,900 bed spaces were allocated to support border and interior enforcement operations.

Marfa Border Patrol Sector Hosts Clerical Conference

By Sylvia Norman
Marfa, TX, Border Patrol Sector

The Service's Marfa, TX, Border Patrol sector hosted its first-ever clerical conference on August 25-21, with Chief Patrol Agent Simon Garza pledging at the conclusion of the successful event to ensure that such conferences take place each year.

Attended by staff from Lubbock, Sierra Blanca, Sanderson, Midland, Alpine, Presidio, and Van Horn, TX, as well as Marfa sector headquarters and the Dallas regional office, the conference included a wide range of training focusing on clerical and other duties and responsibilities. Topics included time management, an overview of Marfa sector operations, a self-defense course (led by Supervisory Border Patrol Agent Alfred Hollenbeck), and a self-improvement class. In addition, participants

toured the Presidio port-of-entry (POE) as part of the curriculum and discussed various sector procedures designed to target best practices to help improve office efficiency.

Special Guest Speakers. A highlight of the conference was the presentation by Robin Spangler, staff assistant to Central Region Director Mark Reed, who spoke in detail on her duties in that position. She also presented specific information on handling "problem" calls, meeting deadlines, and successfully coordinating various office procedures, while providing personal experiences from her career with INS.

A second inspiring speech was given by Chief Garza, who spoke on the operations of the Border Patrol and its enforcement mission, including the work being done through Operation 'Rio Grande', one of the Commissioner's highest-priority initiatives.

Finally, Port Director George Hernandez detailed operations at the Presidio POE and demonstrated the close working relationship that INS has with the U.S. Customs Service in conducting its daily inspections operations.



Marfa sector participants in the first annual clerical conference stand together with Chief Patrol Agent Simon Garza Jr. (back row). Pictured are: Imelda Powell, Sierra Blanca station; Celia Evans, Marfa sector headquarters; Yvonne Zubiate, Presidio station; Tony Gonzalez, Marfa Sector headquarters; Ida Martinez, Marfa sector headquarters; Margie Garlick, Van Horn station; Yolanda Connolly, Sanderson station; Christina Aguilar, Marfa sector headquarters; Melissa Cantañó, Marfa sector headquarters; Maria Vizcaino, Marfa sector headquarters; Estela Madrid, Marfa sector headquarters; Sue Burns, Alpine station; Marsha Hays, Marfa sector headquarters; Robin Spangler, Dallas regional office; Angie Sanchez, Marfa sector headquarters; Tina Lujan, Marfa sector headquarters; Tana Justice, Marfa Anti-smuggling Unit; Mary Joan Webb, Marfa sector headquarters; Sylvia Norman, Marfa sector headquarters; Delores Cochran, Lubbock station; and Marsha Lavallee, Marfa sector headquarters.

Hispanic Business Trade Show



California Senior Border Patrol Agent Alex Borland (left) stands with Investigative Clerk Adolph Sherrod in front of the Service's booth during August's Hispanic business trade show. Held at the Kern, CA, County fairgrounds, the show featured 100 participants ranging from cable companies to news media outlets, according to *El Popular*, an Hispanic newspaper that covered the event.

INS Recruiting Update:

THE NUTS AND BOLTS OF THE NATIONAL RECRUITMENT PROGRAM:

What Makes Us Work?

As all support staff can attest, a great deal of action is required behind the scenes to make office operations run smoothly. The easier it looks, the harder you can be sure the people who work behind the scenes are working.

INS' the National Recruitment Program (NRP) know this story well. In the past year, the NRP has made sure that the Service was represented at nearly 100 recruitment events at college career fairs, military job fairs, employer seminars, transition workshops, student information sessions, conferences and association meetings, all with only three full-time recruiters coordinating the events. To accomplish this feat we work closely with Headquarters Border Patrol to select agent-recruiters to assist the NRP in staffing the recruiting exhibit and providing a presence at the myriad of scheduled events.

Identifying and Selecting Events. The NRP staff identifies and selects the recruitment events, trying to plan at least one calendar quarter ahead, and provides the event listings (type of event/location/dates) to Headquarters Border Patrol. Darlene Hardy at Headquarters Border Patrol then begins identifying agents who will be able to assist with the recruitment event.

We are trying harder to identify and use African-American, Native-American/Alaskan-Native, Asian-American, and female agents to help us at recruitment events aimed at increasing the diversity of the Border Patrol workforce. We also elicit help from the Border Patrol academies to identify alumnae from colleges where we are recruiting. In the future we will use these agents to recruit at their alma mater. The NRP staff then works with the event organizers coordinating the rental of exhibit space, making advertising reservations and confirmations; preparing newspaper or program brochure advertising; preparing funding requisitions; drafting travel orders for recruiters and agents; and gathering and shipping recruiting materials, handouts, and the recruiting display for each event.

The Recruiter's Package. Prior to each event, participating Border Patrol agents receive a recruiter's package with all the information about the event, logistical information, the full narrative script from the official recruiting website, informa-

tion about upcoming expedited hiring sites, important phone numbers, and other useful information to help them prepare for their day of recruitment.

Also in each recruiter's folder is an after-action report which they are asked to complete and return to the NRP office. This simple report is an important tool in our ability to evaluate our program and to help us plan and improve our recruitment activities. Also, the maintenance of an event database, which lets us track event costs, event evaluations, recruiters names, and travel costs, is an important tool, as it provides key information to help us with our future plans. In addition, the quarterly event calendar helps us monitor the whereabouts of our traveling exhibits and keeps us from over-extending ourselves. Needless to say, FedEx is another very important tool for us!

Looking Ahead. FY98 end-of-year funding has allowed the NRP to pursue a number of initiatives that would have been impossible to accomplish otherwise. For example, the NRP has been able to purchase recruitment incentive items to help attract applicants to our recruitment exhibit. These items, imprinted with the Border Patrol tagline and official website address, will be distributed throughout the sectors for use at job fairs and college career days.

Headquarters Border Patrol has also funded the reproduction of additional display pictures, and 29 more recruiting exhibits will be distributed to the sectors in the future. Banner advertisements have been placed on the web pages of 33 colleges, telling them about the Border Patrol hiring campaign and allowing them to "click" onto the official Border Patrol website, where they may apply for positions on-line.

In addition to these initiatives, the NRP, along with our advertising agency, has begun developing a new, four-color INS Officer Corps recruiting brochure and a magazine-style ad comparable to what has been done for the Border Patrol. Focus groups and photo shoots will be scheduled in the near future, so stay tuned.

If you know some one interested in applying to work for the U.S. Border Patrol, please have them call (912) 757-3001 ext. 0930 or www.usajobs.opm.gov ext. 0930 to apply. Also see our official web page at www.ins.usdoj.gov and click on "Border Patrol Careers."

UPDATE: RECORDS MANAGEMENT

A How-to Guide for Records

The Headquarters Office of Records (HQREC) is pleased to announce the issuance of its first set of Standard Operating Procedures (SOPs), scheduled for publication in the December edition of the INSERTS CD-ROM. While the SOPs cover Records' functions performed in INS' district offices only, similar SOPs are also under development for Records' functions performed in the Service Centers and foreign offices. HQREC is committed to strengthening its program of field support, and the development of standard operating procedures for district offices is a critical step towards fulfilling that commitment.

In the past, the only published source of information about HQREC programs and functions was the Records Operation Handbook (ROH), which provided policy and general guidelines for the field to follow. In the absence of specific, step-by-step procedures for the performance of critical Records' functions like A-File creation or consolidation, there was a proliferation of nonstandard procedures throughout the field offices. As a result, it was practically

impossible for HQREC to establish a baseline for the performance of Records' functions.

In response to seriousness of that situation, HQREC has undertaken both a revision of the ROH and the development of SOPs. The district SOPs are the result of many months of effort by a work group made up of Headquarters staff and field office Records experts with many years of experience. Field offices represented on the work group include those in Portland, OR; Denver, CO; Newark, NJ; and Houston, TX. The SOP work-group met three times to review, line by line, drafts of the 21 separate SOPs. The Harlingen, TX, and Seattle, WA, FCOs then tested the SOPs for accuracy and completeness before they were released for comment Servicewide.

Critical Records' Functions. The SOPs cover critical Records' functions such as A-File creation and consolidation, file retirement, and many others. In developing the SOPs, the team decided upon a "one-stop shopping" approach that incorporates the relevant RAFACS and Central Index

System (CIS) steps, along with graphics depicting the actual systems screens and responses, into the procedure itself. In addition, the SOPs contain all applicable mandatory guidelines that HQREC staff members and others who perform these tasks must follow, such as always conducting a search of CIS before creating an A-File. Now all INS employees who perform these functions will know what they should be doing and how they should do it. That is, Records' staff will have all the information they need to perform these functions right at their fingertips.

The development of district SOPs represents just one part of the vital task of revising and updating the Records Operations Handbook (ROH). The district SOPs (and future SOPs) will be published as appendices of the ROH. HQREC envisions the revised ROH as a user-friendly resource that contains high-level Records' program background information, guidance, and instruction, all hyperlinked to the SOPs on INSERTS. It is expected that the ROH will be revised and published by the end of 1999.

P e o p l e o n t h e M o v e

At Headquarters:

Jim Angus, who served as associate commissioner for Polices and Procedures in INS' Executive Office of Naturalization Operations (ONO)—now the Immigration Services Division (ISD)—from June 1997 to March 1998 and then as the Office's acting executive director, returned to his position in the Department of Justice's Civil Rights Division effective October 5.

During his tenure in the office established by the Commissioner to oversee the improvement and restructuring of INS' naturalization processing system, Angus led the development of programs designed to re-establish the integrity of the overall system and helped ensure the transition of ONO/ISD from an independent office to an integrated

component of the Headquarters Office of Field Operations.

Taking over as executive director from Robert Bratt, he is specifically credited with working closely with external management consultants including KPMG Peat Marwick and Coopers & Lybrand to coordinate INS' cooperation in the continuing evaluation of the Service's Naturalization Quality Procedures (NQP's) and the larger redesign of the naturalization process.

Commissioner Meissner announced on September 11 that **Russell A. Bergeron Jr.**, INS' acting director of Media Services within the Headquarters Office of Public Affairs, will also perform the duties of the acting director of Communications within that office,

pending the appointment of a permanent director.

In the Field:

Carol A. Bellew has been named by Newark District Director Andrea J.

Quarantillo as the new officer-in-charge at the Service's suboffice in Cherry Hill, NJ.

A 22-year INS veteran, Bellew was most recently a desk officer in the Headquarters Office of International Affairs, before which she served as a field operations officer in the Office of Field Operations. From 1991-95 she was the assistant district director for Examinations in the Service's New Orleans, LA, district office. A native Texan, she began her immigration career working in the regional office in Dallas, TX.



Carol A. Bellew

I n M e m o r i a m

United States Border Patrol Agent Trainee **David Pyatte** lost his life in late August while attempting a rescue during the flooding in Del Rio, TX, that followed in the wake of Tropical Storm Charley.



David Pyatte

"While all Border Patrol Agents receive training to enable them to face difficult and sometimes life-threatening situations, little could have prepared Agent Pyatte for the recent flooding that the community of Del Rio has experienced over

the past week," Commissioner Meissner wrote in consoling his family.

"Nevertheless, he demonstrated the best that the fine men and women of the Border Patrol have to offer by his selfless and courageous attempt to rescue his mother-in-law from the rising waters. The fact that he had been with the Patrol for only a year, and that his potential was limitless, have made this loss that much more difficult for the members of the INS family to bear," she concluded.

Former Western Regional Commissioner **Harold W. "Hal" Ezell** died on August 26, following a courageous battle with cancer.

Serving as INS' Western Regional Commissioner after being appointed by President Ronald Reagan in 1983, Mr. Ezell held that position until leaving the Service in 1989. He was known for his vigilance in the fight against illegal immigration, often inviting public officials to tour the border with him to see first-hand the work INS was doing to facilitate legal, and deter illegal, migration.

Called "affable and outspoken" by the *Orange County (CA) Register*, Mr. Ezell will perhaps best be remembered for his work to develop and implement immigration reform legislation passed in 1986 that granted legal residency to more than three million illegal immigrants who had lived in the United States for at least five years.

A strong proponent of legal immigration, he was an ardent supporter of the law enforcement community, often participating in ride-alongs with local police officers. He was also a member of the national Commission on Immigration Reform.

Communi^{THE}que

The *INS Communique* is published by the Headquarters Office of Public Affairs to inform employees of the Immigration and Naturalization Service about official and unofficial activities. Readers are invited to submit articles, photographs, and letters to the editor. Write to INS Public Affairs, Washington, DC 20536; or ☎ (202) 514-2648. This newsletter and other useful information also are available on the Internet through the INS web site at <http://www.ins.usdoj.gov>.

Doris Meissner
Commissioner

Russell A. Bergeron Jr.
Acting Director, Office of Public Affairs

Mitch Katz
Editor

Cover: While perhaps not obvious to as many international travelers as INS' land port inspections operations, seaport operations, particularly in Florida, Southern California, and the Pacific Northwest (including Alaska), make up a large number of inspections every year. Accordingly, seaport operations training is being conducted more regularly by the Service. (see story on page 12).